



Attorney Docket No.: M-11530 US
First Inventor: Mingtse Chen
Title: Adaptive Communication Application Programming
Interface

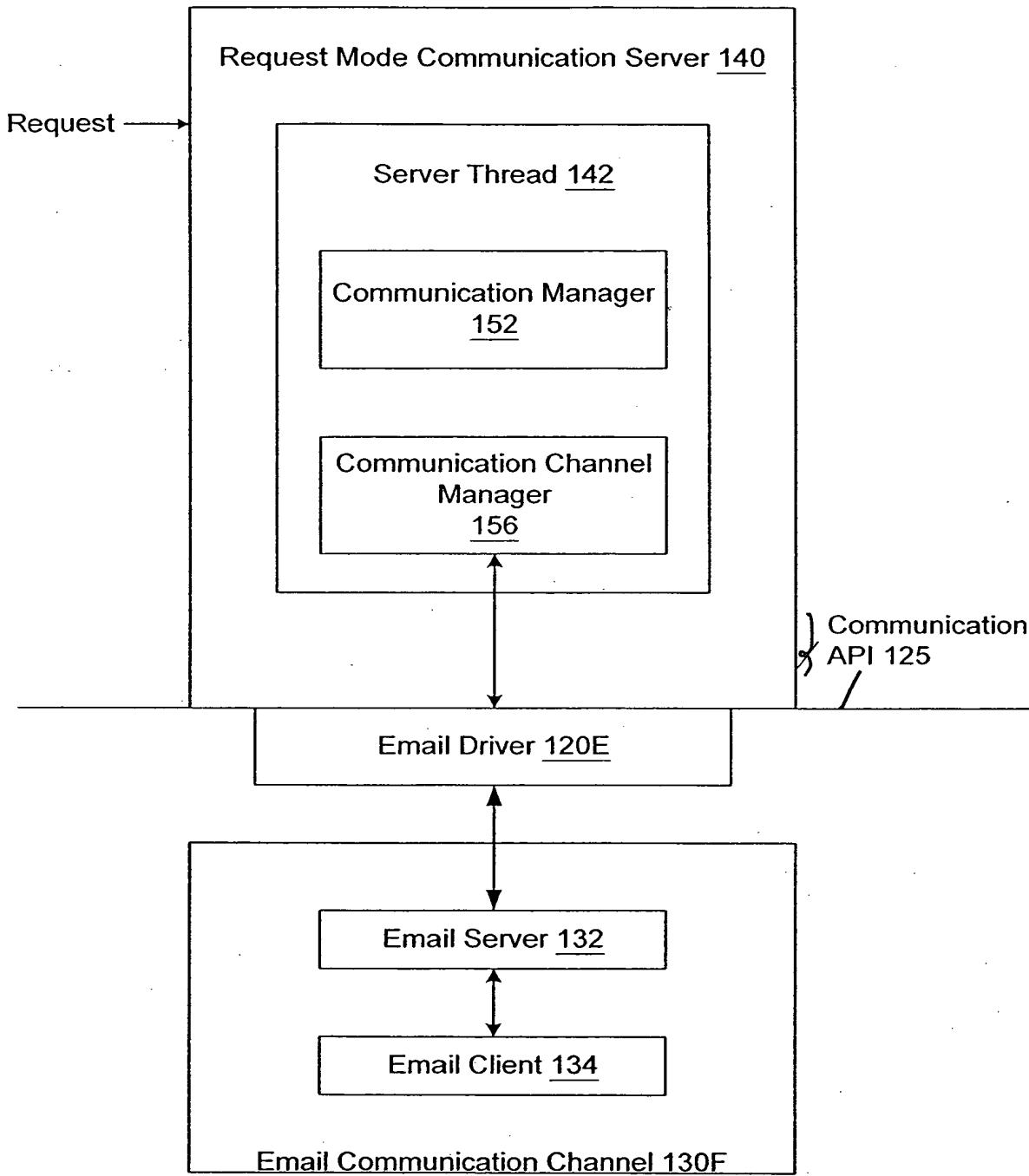


FIG. 1C

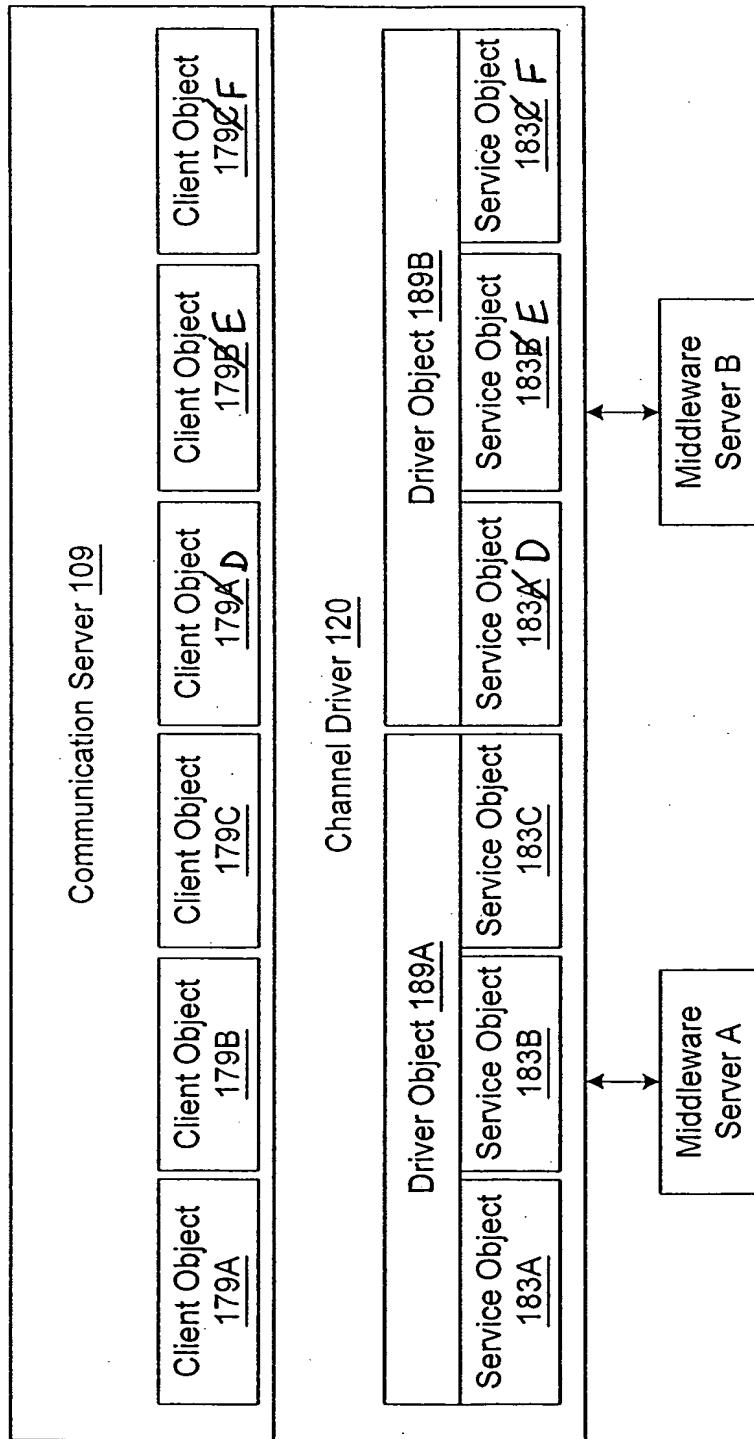


FIG. 11



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FIG. 4C: TABLE UQ_ROUTE

Column_Name	Type	Length	Comments
NAME	VarChar	75	User defined name of the route
MEDIA_TYPE_CD	VarChar	30	Select from value of list. Possible values include "PBX", "Web Chat", "Web Collaboration", "Fax", "E-Mail"
ACTIVE_FLG	Char	1	Indicates whether this route is active or not. If the route is not active, information for this route will not be passed to UQ engine.
PRIORITY_CD	Varchar	30	Lower the value higher the priority.
CAPACITY	Number	10	Maximum capacity of this route. Alarm should be generated when the number of queued item exceeds the CAPACITY
TIME_OUT_SCND	Number	10	Time in second which when the work item is not server, the first escalation rule will be effective.

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FIG. 4H: TABLE UQ_USER_MEDIA

Column Name	Type	Length	Comments
USER_ID	Varchar	15	
MEDIA_TYPE_CD	Varchar	30	
MAX_NUM_SESSIONS	Number	10	Maximum sessions allowed.

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FIG. 4I: TABLE UQ_ROUTE_STS

Column Name	Type	Length	Comments
ROUTE_ID	Varchar	75	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandoned requests
AVG_ABANDONING_TM	Number	10	
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_USER_PCT	Number	10	Percentage of available agents
AUX_WORK_USER_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agents if each agent handles only one work item
TOTAL_NUM_UNASSIGNED_WORKITEMS	Number		
TOTAL_NUM_DELIVERED_WORKITEMS	Number		
TOTAL_NUM_SERVICE_LEVEL_WORKITEMS	Number		
Comments	Varchar	250	



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FIG. 4J: TABLE UQ_MEDIA_STS

Column Name	Type	Length	Comments
MEDIA_TYPE_CD	Varchar	30	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandoned requests
AVG_ABANDONING_TM	Number	10	
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_AGENT_PCT	Number	10	Percentage of available agents
AUX_WORK_AGENT_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agents if each agent handles only one work item
TOTAL_NUM_UNASSIGNED_WO_RKITEM	Number		
TOTAL_NUM_DELIVERED_WOR_KITEM	Number		
TOTAL_NUM_SERVICE_LEVEL_WORKITEM	Number		
Comments	Varchar	250	

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FIG. 4K: TABLE UQ_AGENT_STS

Column_Name	Type	Length	Comments
AGENT_ID	Varchar	15	
START_TS	Date Time	7	
END_TS	Date Time	7	
CONTACT_ID	Varchar	15	
AVAIL_PCT	Number		Percentage available
BUSY_PCT	Number		Percentage busy
AUX_WORK_PCT	Number		Percentage auxwork
NUM_COMM_ITEM_SRVD	Number		Number of work items served
Comments	Varchar	250	

FIG. 4L: TABLE UQ_ERR_LOG

Column_Name	Type	Length	Comments
Name	DateTime	7	
TYPE_CD	Varchar	30	Either alarm or error
Severity	Varchar	30	
ERROR_CODE	Varchar	10	Alarm code or error code
MSG_DESC	Varchar	250	Template for message